



November 10, 2020

Anjali C. Das
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Anjali.Das@wilsonelser.com

Privileged and Confidential
Via Email Only

Attorney General Wayne Stenehjem
Office of the Attorney General
Consumer Protection and Antitrust
1050 E. Interstate Avenue, Ste. 200
Bismarck, ND 58503-5574
Email: ndag@nd.gov

Re: Data Security Incident

Dear Attorney General Stenehjem:

Wilson Elser Moskowitz Edelman and Dicker LLP (“Wilson Elser”) represents the Lakes and Prairies Community Action Partnership (“CAPLP”), located at 715 11th St. N. Suite 402, Moorhead, MN 56560, with respect to a data security incident involving Blackbaud, Inc. (“Blackbaud”), a third-party provider used by CAPLP to process and store information, described in more detail below.

1. Nature of the security incident.

CAPLP is a non-profit working together to improve the lives of individuals and families who reside in supportive communities throughout our region. In July 2020, as your Office may already be aware, Blackbaud notified hundreds of nonprofits and educational institutions, including CAPLP, that Blackbaud experienced a ransomware incident in May 2020 which may have resulted in the exposure of personal information maintained by nonprofits on the Blackbaud platform. CAPLP was first notified of this incident by Blackbaud on July 16, 2020 that Blackbaud experienced a cybersecurity incident (“Blackbaud Incident”) which resulted in the exposure of personal information maintained by hundreds of non-profit and educational institutions on multiple Blackbaud platforms. Blackbaud is a cloud computing provider that is used by CAPLP and many other institutions to organize and store information related to members of their community and their vendors.

Blackbaud later notified CAPLP on September 29, 2020 that a number of records that were previously thought to be encrypted were not encrypted. Blackbaud informed CAPLP that due to the nature of the information from a legacy system, CAPLP was not able to view the information. Blackbaud provided CAPLP with the data on October 06, 2020. CAPLP proceeded to review the data, remove duplicates, and search for the most up to date addresses for the impacted individuals as the data is several years old.

1133 Westchester Avenue • White Plains, NY 10604 • p 914.323.7000 • f 914.323.7001

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Based on the information provided by Blackbaud to CAPLP, CAPLP discovered that the Blackbaud platform they use called Financial Edge, which previously stored employee and vendor data, was not encrypted when CAPLP migrated to a cloud based version of Financial Edge NXT. The information provided by Blackbaud to CAPLP includes bank account information and tax identification numbers.

At this time, based on the information CAPLP received from Blackbaud, CAPLP has no reason to believe that any personal information of any members of the CAPLP community has been or will be misused as a result of this incident.

2. Number of North Dakota residents affected.

A total of four hundred thirty four (434) North Dakota residents may have been potentially affected by this incident. Notification letters to these individuals were mailed on November 10, 2020 by first class mail. A sample copy of the notification letter is included with this letter.

3. Steps taken.

CAPLP takes the privacy and security of their information very seriously, and has taken steps to protect the privacy and security of potentially impacted individuals' information. Upon discovery of the incident, CAPLP immediately informed Wilson Elser, and began identifying the individuals contained within the Financial Edge NXT platform in preparation for notice. CAPLP has also requested Blackbaud to explain the steps it has taken to mitigate the risk of a similar attack. Blackbaud has stated that the provider's teams were able to quickly identify the vulnerability associated with this incident, including the tactics used by the cybercriminal, and took swift action to fix it. They have confirmed through testing by multiple third parties, including the appropriate platform vendors, that their fix withstands all known attack tactics. Additionally, they are accelerating their efforts to further harden their environment through enhancements to access management, network segmentation, deployment of additional endpoint and network-based platforms. Impacted individuals have been provided with two (2) years of credit monitoring services.

4. Contact information.

CAPLP remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at Anjali.Das@WilsonElser.com or (312) 821-6164.

Very truly yours,

Wilson Elser Moskowitz Edelman & Dicker LLP

A handwritten signature in blue ink, appearing to read 'Anjali C. Das'.

Anjali C. Das



Enclosure.



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<Mail ID>>
<<Name 1>>
<<Name 2>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<Address 4>>
<<Address 5>>
<<City>><<State>><<Zip>>
<<Country>>

<<Date>>

Dear <<Name 1>>:

We are writing to inform you of a data security incident involving one of our software providers, Blackbaud, Inc. ("Blackbaud"). Lakes and Prairies Community Action Partnership ("CAPLP") takes the security of your information very seriously, and we sincerely apologize for any inconvenience this incident may cause. This letter contains information about the incident and steps you can take to protect your information.

Blackbaud is a cloud computing provider that is used by CAPLP and many other institutions to organize and store information related to members of our community. CAPLP utilizes Blackbaud platforms known as *Blackbaud Financial Edge NXT*. In July 2020, Blackbaud notified hundreds of non-profit and educational institutions, including CAPLP, that Blackbaud experienced a cybersecurity incident (a ransomware attack) which resulted in the exposure of personal information. CAPLP subsequently learned that this information may have included your name, home address, and email address.

Since then, CAPLP has worked with its insurer to engage outside counsel to further investigate the extent of the breach and its impact on our community. On September 29, 2020, CAPLP was notified that your bank account number and bank name may also have been exposed as a result of this incident. Since we were notified of this incident, we have worked diligently to gather from Blackbaud additional details and understandings of how the incident might have specifically impacted CAPLP data. At this time, Blackbaud has assured us that appropriate measures have been taken to resolve the incident, strengthen the Blackbaud network, and better secure data stored in the Blackbaud environment.

Based on the information we have received from Blackbaud, we have no reason to believe that any personal information of members of the CAPLP community has been misused as a result of this incident. However, for purposes of full disclosure, we feel it important to inform you that information may have been viewed by unauthorized individuals as a result of this incident.

CAPLP is committed to ensuring the security of all personal information in our control. As a best practice, we recommend that you remain vigilant and report any suspicious activity or suspected identity theft to the proper law enforcement authorities. Please review the enclosed "Additional Important Information" section included with this letter. It explains how you may access a credit monitoring service for two years at no cost. This section describes additional steps you can take to help protect yourself, including recommendations by the Federal Trade Commission ("FTC") regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file. Please continue to remain vigilant, and carefully monitor your mail and credit reports for any suspicious activity, and report any incident of identity theft to your local law enforcement, Attorney General, and the FTC.

The protection of your information is a top priority, and we sincerely regret any concern or inconvenience that this matter may cause you and your family. If you have any questions, please do not hesitate to call 218.512.1508, Monday – Friday, 9:00 am to 4:00pm CST.

Sincerely,

Lori Schwartz

Lori Schwartz, M.S., CCAP, NCRT

Executive Director

218.512.1506 | www.ccap.org

715 11th St N. Suite 402 | Moorhead, MN 56560

Additional Important Information

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of Arizona, Colorado, Maryland, Rhode Island, Illinois, New York, and North Carolina:

You can obtain information from the Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Office of the Attorney General Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202 1-888-743-0023 www.oag.state.md.us

Rhode Island Office of the Attorney General Consumer Protection 150 South Main Street, Providence RI 02903 1-401-274-4400 www.riag.ri.gov

North Carolina Office of the Attorney General Consumer Protection Division, 9001 Mail Service Center Raleigh, NC 27699-9001 1-877-566-7226 www.ncdoj.com

Federal Trade Commission Consumer Response Center, 600 Pennsylvania Ave, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) www.ftc.gov/idtheft

New York Office of Attorney General Consumer Frauds & Protection, The Capitol Albany, NY 12224 1-800-771-7755 <https://ag.ny.gov/consumer-frauds/identity-theft>

Colorado Office of the Attorney General Consumer Protection 1300 Broadway, 9th Floor, Denver, CO 80203 1-720-508-6000 www.coag.gov

Arizona Office of the Attorney General Consumer Protection & Advocacy Section, 2005 North Central Avenue, Phoenix, AZ 85004 1-602-542-5025

Illinois Office of the Attorney General Consumer Protection Division 100 W Randolph St., Chicago, IL 60601 1-800-243-0618 www.illinoisattorneygeneral.gov

For residents of Massachusetts: It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf); TransUnion (<https://www.transunion.com/fraud-alerts>); or Experian (<https://www.experian.com/fraud/center.html>). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be

legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>
800-525-6285

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze/freeze.transunion.com
888-397-3742

TransUnion (FVAD)

P.O. Box 2000
Chester, PA 19022
800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.

Blackbaud Credit Monitoring Service

Blackbaud is providing you with access to **Single Bureau Credit Monitoring*** services at no charge. Services are for 24 months from the date of enrollment. When changes occur to your Experian credit file, notification is sent to you the same day the change or update takes place with the bureau. In addition, we are providing you with proactive fraud assistance to help with any questions you might have. In the event you become a victim of fraud you will also have access to remediation support from a CyberScout Fraud Investigator. In order for you to receive the monitoring service described above, you must enroll within 90 days from the date of this letter.

Proactive Fraud Assistance. For sensitive breaches focused on customer retention, reputation management, or escalation handling, CyberScout provides unlimited access during the service period to a fraud specialist who will work with enrolled notification recipients on a one-on-one basis, answering any questions or concerns that they may have. Proactive Fraud Assistance includes the following features:

- Fraud specialist-assisted placement of fraud alert, protective registration, or geographical equivalent, in situations where it is warranted.
- After placement of a Fraud Alert, a credit report from each of the three (3) credit bureaus is made available to the notification recipient (United States only).
- Assistance with reading and interpreting credit reports for any possible fraud indicators.
- Removal from credit bureau marketing lists while Fraud Alert is active (United States only).
- Answering any questions individuals may have about fraud.
- Provide individuals with the ability to receive electronic education and alerts through email. (Note that these emails may not be specific to the recipient's jurisdiction/location.)

Identity Theft and Fraud Resolution Services. Resolution services are provided for enrolled notification recipients who fall victim to an identity theft as a result of the applicable breach incident. ID Theft and Fraud Resolution includes, but is not limited to, the following features:

- Unlimited access during the service period to a personal fraud specialist via a toll-free number.
- Creation of Fraud Victim affidavit or geographical equivalent, where applicable.
- Preparation of all documents needed for credit grantor notification, and fraud information removal purposes.
- All phone calls needed for credit grantor notification, and fraud information removal purposes.
- Notification to any relevant government and private agencies.
- Assistance with filing a law enforcement report.
- Comprehensive case file creation for insurance and law enforcement.
- Assistance with enrollment in applicable Identity Theft Passport Programs in states where it is available and in situations where it is warranted (United States only).
- Assistance with placement of credit file freezes in states where it is available and in situations where it is warranted (United States only); this is limited to online-based credit freeze assistance.
- Customer service support for individuals when enrolling in monitoring products, if applicable.
- Assistance with review of credit reports for possible fraudulent activity.
- Unlimited access to educational fraud information and threat alerts. (Note that these emails may not be specific to the recipient's jurisdiction/location.)

Enrollment Instructions

How do I enroll for the free services?

To enroll in Credit Monitoring services at no charge, please navigate to:
<https://www.cyberscouthq.com/epiq263?ac=263HQ773>

If prompted, please provide the following unique code to gain access to services: **263HQ773**

Once registered, you can access Monitoring Services by selecting the "Use Now" link to fully authenticate your identity and activate your services. Please ensure you take this step to receive your alerts within 90 days from the date of this letter.



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P.O. Box 6336
Portland, OR 97228-6336

<<Mail ID>>

<<Name 1>>

<<Name 2>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<Address 4>>

<<Address 5>>

<<City>><<State>><<Zip>>

<<Country>>

<<Date>>

Dear <<Name 1>>:

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Since then, CAPLP has worked with its insurer to engage outside counsel to further investigate the extent of the breach and its impact on our community. On September 29, 2020, CAPLP was notified that your tax identification number may also have been exposed as a result of this incident. Since we were notified of this incident, we have worked diligently to gather from Blackbaud additional details and understandings of how the incident might have specifically impacted CAPLP data. At this time, Blackbaud has assured us that appropriate measures have been taken to resolve the incident, strengthen the Blackbaud network, and better secure data stored in the Blackbaud environment.

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Lori Schwartz

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Atlanta, GA 30348

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Experian Security Freeze

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Allen, TX 75013

www.experian.com/freeze

freeze.transunion.com

888-397-3742

TransUnion (FVAD)

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Chester, PA 19022

800-680-7289

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